

# 911 Call Answer Time Not w/in 10 Seconds - Busiest Hour of Day Emergency Services



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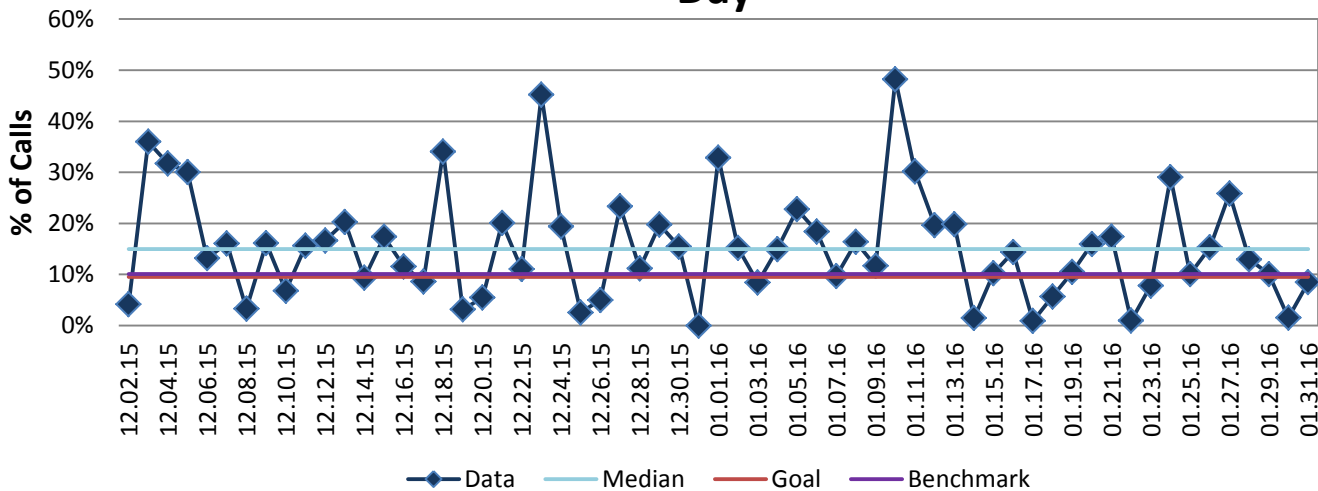
Process: Receive, Process and Answer 911 Calls

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: Sept ' 14 - 7% calls not within 10 sec during busiest hour of day		Data Source: Cassidian	Plan-Do-Check-Act Step 8: Monitor and diagnose		
Goal: No more than 10% of calls are answered outside of the target time of 10 seconds during the busiest hour of the day		Goal Source: Dept Management Team	Measurement Method: The percentage of 911 calls that were not answered by a 911 call taker within 10 seconds during busiest HR of day		
Benchmark: 90% of all 911 calls answered in 10 seconds during busiest hour of the day		Benchmark Source: NENA	Why Measure: Help enable the quickest possible response to emergency calls		
			Next Improvement Step: Continue to monitor and diagnose		
How Are We Doing?					
01.01.16-01.31.16 1 Month Goal	01.01.16-01.31.16 1 Month Average		01.31.16 Goal	01.31.16 Actual	
10%	15%		10%	8%	
% of Calls	% of Calls		% of Calls	% of Calls	

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Good



The seven basic quality tools, "5 Whys" techniques, brainstorming and other methods will be applied to the measure above. The purpose of using the tools/methods is to understand what makes performance less than desirable is performance is not best in class.